

Income Maintenance Advisory Committee

Division of Economic Support

M I N U T E S

Thursday September 20, 2001
1:00 – 3:00 p.m.

State Capitol Building
Room 415NW
Madison, WI

County Attendees: **Lynn Brenner**, Calumet Co. DHS, **Jill Erickson**, Milwaukee Co., **Joanne Faber**, Washington Co. DSS, **Liz Green**, Dane Co. DHS, **Jane Huebsch**, Marathon Co. DSS, **Ed Kamin**, Tri-Chair, Kenosha Co. JC, **John Rathman**, Outagamie Co., **Shirley Ross**, LaCrosse Co. HSD, **Sue Schmitz**, Waukesha Co. DHH, and **Sheryl Siegel**, Winnebago Co.

State Attendees: **Bev Belany**, BPS/Ashland Regional Office; **Tim Hineline**, BWSP, **Jill Jokela**, ASD/BITS, **Jim Jones**, DHFS/DHCF, **Susan Mathison**, DWD/ASD, **Geri Mayhew**, BPS/Partner Training, **Ann Marie Ott**, DHFS/DHCF, **Simonini, Fay**, ONSPI/PACU; **Shawn Smith**, DWS/AO, **Judy Woelfel**, DWS/EBT, **Susan Wood**, Tri-Chair, DHFS/DHCF, and **Rick Zynda**, Tri-Chair, ONSPI.



General Administrative Announcements

Liz Green pointed out that the August minutes had a paragraph on page 5 under budget issues related to Phyllis Bermingham and WAA funding. It was determined that the paragraph was put into the minutes in error. Ed Kamin asked to have this paragraph removed from the August minutes. With the paragraph removed Liz moved to approve the minutes and Jane Huebsch second the motion.

Ed Kamin noted that the Workload Work Group met Wednesday afternoon and discussed adding EBT as an additional workload for local agencies. Ed also pointed out that local agencies have a concern with the EBT Customer Service Center. Ed said that the next meeting of the Workload Work Group will

be held in Sturgeon Bay on Thursday, October 18, 2001 from 10:30 AM to noon.

Ed informed the committee that the following three subjects would be discussed at the October meeting:

- Transfer of the Food Stamp program to the Department of Health and Family Services;
- Coordination of Food Stamp and Medicaid workgroups ensuring local agency input; and
- CARES Strategic Plan including CARES assumptions and recognizing the balance between new CARES work and CARES maintenance.

Ed explained that in addition to aligning Food Stamps and Medicaid the State should make an effort to align other state programs administered by local agencies, such as Energy Assistance. Ed stated that the County group met with DOA to discuss this issue and statutory language regarding the funding of the Energy Assistance program.

CARES Update

Jill Jokela shared the following August CARES Accomplishments:

- Implementation of the Drug Felon policy for both the W-2 and Food Stamp programs;
- Implementation of a new EBT Dormancy policy; and
- Child Care enhancements.

Jill pointed out that the CARES Team resolved 111 PCR's in August and created 148 new PCR's. Jill stated that Long-Term Care Information Access (LTCIA) was under development, the code construction is underway for Caretaker Supplement (CTS) and Medicaid Purchase Plan (MAAP) with a scheduled implementation date of 1/25/02, and the Data Warehouse (Webl) is rolling out statewide.

Ed voiced his concern regarding the number of local agency staff (2 to 5 staff) that have access to Webl. Jill advised the committee that after the rollout access for more staff to Webl can be requested.

Jim Jones informed the committee that the asset test for family Medicaid will be eliminated on 10/1/01. Jim explained that A CARES reference table will be changed to reflect the asset limit as \$99,999. If a person has more than \$100,000 in assets and falls within the income limits, the worker is required to do an override. Jim said that an Operations Memo has been written to address this change and will be sent out to the local agencies shortly. Jim pointed out that changes would be made to CARES in January 2002 to remove the asset coding for family Medicaid.

Joanne Faber questioned when QMB and SLMB would be fixed in CARES. Jim stated that at this time QMB and SLMB fixes were the next priority on the Division's list.

Retention Survey

Gerry Mayhew reported on the results of the retention survey sent to FEPs, SSPs, and combined workers. Gerry said that the survey, which contained both positive and negative reasons for leaving employment, was sent to W-2 Agencies through the Internet. Gerry pointed out that 31 of 80 W-2 agencies responded. Gerry stated that the number one reason a person left employment was because the Job demands were too great.

Liz and Sheryl Siegl pointed out that the local agency management, county board directors, law makers, and clients contribute to the frustration of workers by not showing respect and acknowledging the difficulties of the job. Shirley Ross said that the job description is para-professional and has never been upgraded. Shirley stated that the State and the Counties need to raise the position to a higher level and require higher qualification standards.

John Rathman informed the committee that training a new employee is a cost of \$35,000 to \$40,000 to the local agency. John further explained that refresher training for experienced staff cost the local agency \$10,000.

Gerry announced that the Training Unit is piloting a half-day presentation on Compassion Fatigue in Outagamie County.

Change in Policy re: Claims Creation

Fay Simonini briefed the committee on Operations Memo 01-54. Fay reiterated the new policy that claims must be established before the last day of the calendar quarter following the calendar quarter in which the overpayment was discovered.

Sheryl questioned if a claim is established when the case is referred for fraud. Fay stated that a claim must be established first, and then referred for fraud investigation. However, it is important to note that the State urges local agencies to heavily utilize the waiver and ADH process to establish fraud. Fay further explained that the local agency would receive 15 per cent incentive monies for claims collected in fraud and client error, agency error does not earn retention.

Liz said that the new policy is not in alignment with the fraud program and asked Fay if she consulted with the District Attorneys (DAs) and Fraud Investigators. Fay stated that she has discussed the policy with the Public Assistance Fraud Unit and they agree that the claim should be established first. The Fraud Unit's policy reflects this process as well. Fay has not consulted with any DAs on this issue; however, she did state that criminal prosecution for most fraud cases is non-existent and highly variable from county to county. The first priority should be the establishment and collection of overpayments.

2002 IM & Child Care Contract Status

Rick informed the committee that the Administrator's Memo with the model contract for Child Care has been issued and is on the web-site and the IM Administrator's Memo and model contract are in the approval process.

DWD/DHFS Budget Updates

Shawn Smith reported that:

- September 18th was JR's confirmation hearing before the Senate Labor Committee.
- SB 91 (FS Waiver) passed the Senate party line 4-2.
- Rosenzweig's NCP study bill passed the Senate Human Services committee unanimously.

Shawn highlighted the following DWD items were either completely or partially vetoed:

- Modify the statutes to specify that funding allocated for benefits cannot be used for administration and services;
- Unexpended CR up to \$20,849,000 from 97-99 after 12/31/01 would be rolled over to create a contingency fund for cash assistance, (Partial veto);
- Eliminate \$500,000 for the coordination activities of the Milwaukee PIC (Note: Partial veto. DWD is directed to assume these monitoring activities or subcontract to have them performed as DWD still retains \$500,000 in the appropriation); and
- Partially vetoed the Community Youth Grant earmark to the Boys and Girls Clubs by reducing it from \$500,000 per year to \$50,000 per year. The remaining \$450,000 in 02 was left in CYG allocation, however in 03, it is in unallotted reserve for TANF balance)

Susan Wood reported the following vetoes of DHFS items:

- Raising the SSI income limits for SSI/MA related cases;
- Medicaid for Foster Care children until age 19; and
- Additional funding for Family Care.

Susan said that the following items were approved by the Governor:

- The implementation of Well Women Medicaid;
- Asset elimination for family Medicaid; and
- Senior Care.

Food Stamp Update

Mike McKenzie reported that the statewide error rate data from 10/2000 to 05/2001 is 12 per cent.

Mike said that the State is promoting payment accuracy through:

- PACR Project - Individual located in each Milwaukee region, including the placing two PACRs in the non-W-2 Community Program that will provide technical support, mentoring, and coaching;
- PAC Project – Individual located in each of the DWS regions (Ashland, Eau Claire, Green Bay, Madison, Rhinelander, and Waukesha) that will provide technical support, mentoring, and coaching;
- Local Agency second party reviews;
- Milwaukee Change Call Center, to be implemented November 5, 2001;
- Client Education;

- Program Simplification through, state legislation, federal legislation, and waivers; and
- Worker Training, i.e. Working 9 to 5 Not.

Susan recommended that the IMAC Committee look at payment accuracy strategies with the ONSPI staff at the next meeting.

Jill Erickson requested a summary of the Urban 13 Conference to follow-up with the action steps. Mike said that he would send her the summary.

Judy Woelfel reported that the Dormancy Policy was implemented in CARES and Citibank (CSI) on September 1, 2001. Judy explained that Operations Memo 01-52 which includes policy on dormancy and expungement was sent out to local agencies on August 24.

Judy informed the committee that a DXBM and emails were sent to local agencies advising them of Quest Card delays because of the tragedies in New York, Pennsylvania, and Washington DC.

Ed questioned if City Bank had a contingency plan if the customer service center in India could not provide services. Judy assured the committee that City Bank can switch over to another call center in a different location if necessary.

MA Update

Susan reported that the Medicaid caseload has increased by 11,000 individuals within the last couple of months. Susan stated that a Medicaid Handbook release incorporating material from Operations Memos, DXBMs, and the IM Manual would be sent to the local agencies shortly. Susan informed the committee that DHFS was working on an on-line Medicaid Manual and how the process for announcing new information that would be added to the on-line manual. Susan said that in addition DHFS is creating fact sheets, i.e. "How Teens Can Qualify for Medicaid", that will be located on the DHFS Web-site.

Susan informed the committee that DHFS is looking at the cost to administer Senior Care and should have a resource estimate by the end of the month. Susan stressed that the counties would not be responsible to administer Senior Care and that the implementation of Senior Care in CARES would be independent from Medicaid and Food Stamps. Susan explained that DHFS is creating a central processing center that would receive applications for Senior Care in the mail and provide help line services. Susan said that the Enrollment Specialist at the central processing center would process applications, input information into CARES, collect the enrollment fee, and request a card through MMIS. Susan acknowledged that case maintenance and Senior Care reviews would be conducted at the central processing center. Susan said that DHFS is studying a Internet self-service project being implemented by Deloitte in Indiana to determine the feasibility of submitting a Senior Care application through the Internet.



Next meeting:

Date: October 18, 2001

Location: Door County Courthouse, Room 324, Sturgeon Bay, WI.